THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINSTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA): (a) and (b) In terms of proviso to Article 316(1) of the Constitution, as nearly as may be one-half of the members of UPSC shall be persons who at the dates of their respective appointments have held office for at least ten years either under the Government of India or under the Government of a State.

(c) and (d) Yes, Sir.

(e) Non-official.

Complaints Received from the Public

1013. SHRI VITHALBHAI M. PATEL: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that the Ministry have received a number of complaints from the people on their grievances;

(b) if so, the type of complaints received by them during the last five years and the details of disposal of the complaints; and

(c) what is the break-up thereof service-wise i.e. Non-gazetted Officers, officials of All India Services, Central Services and Statutory Bodies, alongwith the nature of complaints, such as anomalies in promotion, transfers, deputations and confirmations etc. ?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINSTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA): (a) and (b) Yes, Sir. During the years 1988—92, the Ministry of Personnel, Public Grievances & Pensions received about 1,07,000 complaints from the public regarding their grievances. They have been sent to the Ministries/Departments and other organisations concerned for disposal. They mainly pertained to pensionary matters, settlement of retirement dues like gratuity, GPF etc., service matters, requests for employment assistance, payment of claims and dues, harassment and misbehaviour by government servants and employment on compassionate grounds etc.

(c) A service-wise break-up of the complaints is not kept in the Ministry. Complaints received from government servants regarding service matters are dealt with by the concerned cadre controlling authorities/departments/offices and no centralised data regarding receipt and disposal of such complaints is maintained.

Posting of Spouses at the same Station

1014. SHRI V. HANUMANTHA RAO: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that a large number of complaints have been received by Government about non-posting of the spouses serving Government at the same station;

(b) if so, the number of such requests acceded to during the last one year;

(c) the number of requests which are still pending for consideration; and

(d) the time by which Government propose to decide these cases?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINSTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA): (a) to (d) It is for the various cadre controlling authorities to consider requests from spouses for posting at the same station, keeping in view the guidelines issued in this regard by the Department of Personnel and Training on 3-4-1986. Information regarding the number

of complaints received by Government, number of requests agreed to and still pending for consideration is not centrally maintained.

Supreme Court Ruling Against Official Harassment

1015. SHRI SUBRAMANIAN SWAMY:
SHRI VITHALBHAI M. PATEL:
SHRI CHIMANBHAI MEHTA:
SHRI G. G. SWELL:
SHRI MOHD. KHALEELUR RAHMAN:
SHRI DILIP SINGH JUDEV:

Will the PRIME MINISTER be pleased to state :

(a) whether Government's attention has been drawn towards the recent judgement by the Supreme Court reported in Hindustan Times dated the 18th November, 1993 about holding personnel in the administration responsible for the undue delay resulting in inaction, damages and mental agony to the citizens who have made representations to the administration for redressal of their problems ; and

(b) whether Government would direct those in administrative services to be prompt and warn them serious consequences for lapses and undue delay ?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINSTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA) : (a) Yes, Sir.

(b) Existing instructions already provide inter alia that deterrent and prompt action should be taken against a Government servant if it is established that he has acted in a discourteous manner or adopted dilatory tactics in his dealings with the public. Recovery from the pay of a Government servant, of a whole or part of pecuniary loss caused by him to the Government by negligence or breach of orders is also among the formal penalties provided in the rules.

कोलम्बो योजना के अन्तर्गत विदेश भेजे गए सरकारी क्षेत्र के उपक्रमों के अधिकारी

1016. **श्री अजीत जोगी** : क्या **प्रधान मंत्री** यह बताने की कृपा करेंगे कि :

(क) कोलम्बो योजना के अन्तर्गत गत तीन वर्षों के दौरान सरकारी उपक्रमों के कुल कितने अधिकारियों को विदेश भेजा गया;

(ख) क्या कोई मार्गनिर्देश विनियम बनाए गए हैं जिनके अन्तर्गत अधिकारियों को प्रशिक्षण हेतु विदेश भेजा जाता है; और

(ग) यदि हां, तो तत्सम्बन्धी ब्यौरा क्या है ?

उद्योग मंत्रालय (औद्योगिक विकास विभाग) में राज्य मंत्री और उद्योग मंत्रालय (भारी उद्योग विभाग) में राज्य मंत्री (श्रीमती कृष्णा साही) : (क) गत तीन वर्षों अर्थात 1990-91, 1991-92 तथा 1992-93 के दौरान कोलम्बो योजना के अन्तर्गत सरकारी क्षेत्र के 296 कार्यपालकों को प्रशिक्षण के लिये विदेश भेजा गया है।

(ख) और (ग) कोलम्बो योजना के अन्तर्गत विभिन्न पाठ्यक्रम हैं और इन पाठ्यक्रमों में से प्रत्येक के लिये शैक्षिक अर्हतायें, आयु, सेवा अवधि तथा सम्बद्ध अनुभव की अपेक्षायें भिन्न-भिन्न हैं। सरकारी क्षेत्र के उपक्रमों के कार्यपालकों, जिन्हें सरकारी क्षेत्र के सम्बद्ध उपक्रमों द्वारा प्रायोजित किया जाता है, का चयन उपर्युक्त अपेक्षाओं को ध्यान में रखते हुये किया जाता है।

Development of non-forest waste-land

1017. SHRI SURESH PACHOURI :
SHRI V. NARAYANASAMY :

Will the PRIME MINISTER be pleased to state :

(a) whether Government propose to raise an army ex-servicemen for the development of the non-forest waste-lands in inaccessible and inhospitable terrains ;